

implementation and operation of the Archival Service infrastructure, including the long-term storage media, shall be transferred to NASA for a total additional cost of \$1.00.

The Contractor shall provide for data retention and restoration for archival data for the entire period of the Delivery Order. The intrinsic data longevity of the long-term archival storage media shall be no less than 7 years.

- a) The POC shall designate the subscriber of the ARCH1 seat when the ARCH1 seat has been purchased. Each ARCH1 seat can have only one subscriber and can only be used by that subscriber (i.e. an ARCH1 seat can only be used by one person, which is the subscriber of record). The ODIN contractor assumes that the ARCH1 seat subscriber is the rightful owner of the files.
- b) For each Performance Delivery file retrieval request, the contents of the specific archive event shall be retrieved and made available to the subscriber within a specific number of consecutive working days via an ODIN provided network accessible location and instructions via electronic mail to the ARCH1 seat subscriber for accessing the files. The specific minimum number of consecutive working days shall be based on the ARCH1 Performance Delivery service level of the subscribed ARCH1 seat. Entitlement for subscriber access to these files beyond the subscribed service level requires the subscriber to issue a new separate Performance Delivery file retrieval request to the ODIN Help Desk. Only one Performance Delivery file retrieval request can be applied at any one time for a specific ARCH1 Seat. The temporary on-line copy of the files shall be deleted after 5 consecutive working days.
- c) An ARCH1 seat may contain multiple archive events. An archive service level may be increased to allow additional archive storage (e.g. change an ARCH1 Storage Volume service level from Regular to Enhanced). Users or organizations that require greater archival storage volumes than the levels defined for this service can subscribe multiple ARCH1 seats at a specific service level.
- d) Continuous user subscription to the ARCH1 Service level shall be required by either the ARCH1 seat subscriber or a funding organization of each ARCH1 seat to maintain files retention. Archival files without appropriate subscription (e.g. ARCH1 seat de-subscription) by a user or funding organization may be, at the sole discretion of the ODIN contractor, deleted and/or removed from the system and the storage media reutilized 30 business days after sending notifications. Electronic mail shall be used to send the notifications, with read receipt, to the ARCH1 seat subscriber, the ODIN POC of the ARCH1 seat subscriber's organization, Center Records Manager, and the ODIN Project Office. ARCH1 seat subscribers seeking to subsequently re-establish Archival Service after earlier discontinuation of the Archival Service level will require written DOCOTR approval. Any request to retrieve files from a de-subscribed ARCH1 tape after the 30 business day grace period shall require a re-subscription to the ARCH1 seat and payment for the full period between the de-subscription and the re-subscription.

When an ARCH1 Seat is de-subscribed the subscriber of the ARCH1 Seat has three options:

- i. If the subscriber elects to keep possession of their files, the subscriber can purchase from the ODIN Catalog the physical tape or tapes containing the files associated with the ARCH1 Seat. The ODIN contractor shall provide the subscriber the physical tapes within 5 business days of de-subscription.
- ii. If the subscriber elects to keep possession of their files and not purchase their tape or tapes from the Catalog then the subscriber shall be entitled to retrieve their files according to the Performance Delivery entitlement of the ARCH1 Seat.
- iii. If the subscriber elects to not keep possession of their files, the subscriber does not need to take any action. In this case, the ODIN contractor shall

maintain the ARCH1 Seat in a fully subscribed entitlement service level condition for a period of 30 business days minimum. At the end of the minimum 30 business day period, the ODIN contractor shall destroy all files associated with the ARCH1 Seat, under the implied authority of the subscriber. The subscriber is entitled to re-subscribe the ARCH1 Seat within this minimum period for the purposes of re-establishing full seat service entitlement. The subscriber is entitled to a maximum of one re-subscription occurrence for each ARCH1 Seat.

- e) Performance Delivery level changes in the ARCH1 Seat shall become effective as an entitlement to the subscriber on the first arrival of the next 15<sup>th</sup> day of the month.
- f) Storage Volume Service Level changes in the ARCH1 Seat shall become effective as an entitlement to the subscriber within 10 business days from the seat subscription change request submission.
- g) If an ARCH1 seat subscription level change results in an ARCH1 quota overflow condition, then the ODIN contractor shall notify the ARCH1 seat subscriber and POC, and continue to bill the ARCH1 seat subscriber or the funding organization at the higher previously subscribed level until the ARCH1 seat subscriber takes action to reduce the quantity of files.
- h) Separate ARCH1 subscriptions with separate ARCH1 seat numbers cannot be combined to produce a larger contiguous or larger virtual archive storage space. This means that archive events must be able to fit within each specific ARCH1 seat and that an archive event cannot span two or more ARCH1 seats.
- i) Each request to store or retrieve files for an ARCH1 seat shall be submitted to the ODIN Help Desk by the subscriber.
- j) Up to (12) twelve archive events (i.e. archive writes) for each ARCH1 seat shall be permitted per subscription year, or until the maximum ARCH1 Storage Volume service level is reached, whichever occurs first.
- k) Up to (6) six archive retrievals (i.e. archive reads) or archive event deletions shall be permitted each subscription year. Occasional exceptions will be permitted, but if a customer routinely requires a greater number of files retrievals, then this will be reviewed by the ODIN contractor management and the NASA ODIN Project Office to determine a resolution.
- l) For each archive event, an ARCH1 seat subscriber shall have up to 5 working days to accumulate their files and transfer these files to the ARCH1 server.
- m) The ODIN contractor shall have up to 5 working days to complete an archive event, once the ARCH1 seat subscriber has acknowledged that the files are ready to be archived.
- n) An archive event cannot be modified (i.e. appended, reduced, or modified). An archive event can be deleted, but only by the ARCH1 seat subscriber or an authorized person. Any deletions must be submitted by the subscriber and must include the ARCH1 seat number and the specific Archive Event Number(s). This will provide official ODIN records tracking of archive event deletions

#### Archival Service Storage Volume

Service Description: Provide archival storage space on ODIN provided server or media.

Service Levels	Typical Service Characteristic
None	No server space
Basic	1GB of archival space
Regular	5GB of archival space
Premium	10GB of archival space

#### **Section D. GRC Communications Services**

##### **1-3 RESERVED CORE**

##### **4-8 RESERVED (BLANK)**

##### **9. GRC Communications General:**

The ODIN Contractor is fully responsible for operations and maintenance of GRC's telephone system, video communications system (LINK), pagers, cell phones, mobile communications devices, fax systems, and administrative radios.

##### **10. Administrative Radio (AR) Seats**

By December 31, 2007, GRC must migrate its radio operations to comply with narrow band frequency usage. After that date the AR seats will no longer be supported under this Delivery Order. Prior to that date the Contractor shall include the following service elements in the AR seats:

- a. Provide full maintenance coverage.
- b. Provide battery exchange for batteries that have failed.
- c. Program radios when required.
- d. Provide customer support for select, appropriate hardware.
- e. Provide customer support for recommended installation solutions.
- f. Maintain repair and maintenance records in Contractor's Remedy Action Request System.
- g. Monitor system daily to ensure proper operation.
- h. Maintain the remote site manager console in a restricted area and with only authorized personnel being granted access to the area.

All radios, spare parts including batteries are to be collected, inventoried, and returned to the DOCOTR or their designee by February 14, 2008. All GFE will be returned at no cost to the Government. The Contractor shall invoice the Government for all DOCOTR or designee approved equipment in accordance with ATV procedures.

##### **11. Pager (PG) Seats**

The Contractor shall provide pager service that shall be made available via the purchases of PG seats. Each seat shall include a pager instrument as appropriate to the service level ordered, a belt clip, and user documentation. The Contractor shall include the following elements within this service.

- a. Numeric, alphanumeric, and 2-way alphanumeric paging
- b. Statewide and nationwide coverage areas
- c. Voicemail
- d. Local and Toll-free number services

- e. Restore to service features

For numeric and alphanumeric offerings, the Contractor shall include in the seat price up to 500 messages per month. For 2-way alphanumeric offerings, the Contractor shall include in the seat price up to 500 message blocks per month (1 message block = 100 characters maximum). The Contractor shall identify, evaluate, and report to appropriate Government authorities any questionable or unusually high usage of pager services.

## 12. **LVID Support**

The Contractor shall support the existing GRC video services infrastructure through the purchase of an LVID seat. The Contractor shall:

- a. Operate and maintain the Glenn TV control center including support for all equipment (e.g., recorders, switches, demodulators, monitors, modulators, character generators) having to do with manipulating audio, bi-directional video, and data signals for distribution across the LINK (i.e. Broadband CATV) system.
- b. Provide cable television services to include the public NASA channel, a news channel, and channels to cover the proceedings of both congressional bodies (House and Senate.)
- c. Operate the GRC message board located outside of Building 500.
- d. Update, maintain, and backup the VBB (Video Bulletin Board).
- e. Coordinate Center Director Messages with Director's staff, the ITC (Imaging Technology Center) and the video conference room operator.
- f. Record programming as required which could include the utilization of video cameras to record live conferences/seminars.
- g. Offer replacement televisions and monitors in the catalog.
- h. Provide support for new installations of televisions and monitors purchased off the catalog.

## 13. **GRC Seat and Service Model Variations - Master Contract Section E:**

The following variations, revisions and clarifications to the Communication Service Model, Master Contract Section E, are applicable:

### Phone Service

#### Instrument

- a. For PH1, "None" is an option.
- b. For PH3, "Single" is not an option.
- c. For PH3 and PH4, "Dual" is not an option.
- d. For PH1, PH2, and PH4 "Multi-12/14" and "Multi-24/28" are not options.

#### Line Type

- e. For PH1, PH2, and PH4, "Analog" is the standard.
- f. For PH3, "Analog" is not an option.

#### Voice Mail

- g. For a PH1, "Standard" and "Enhanced" are not options.
- h. For a PH2, "None" is not an option.

#### Moves/Adds/Changes

- i. For all Phone seats, "Enhanced" is not an option

#### Restore to Service

- j. For all Phone seats, "Basic" is not an option, "Regular" is an option, and

"Premium" is the standard.

#### FAX Service

##### Moves/Adds/Changes

- a. For all FAX seats, "Enhanced" is not an option

##### Restore to Service

- b. For all FAX seats, "Basic" is not an option, "Regular" is an option, and "Premium" is the standard.

#### LVID Service

##### Restore to Service

- a. For the LVID seat, "Basic" is not an option, "Regular" is an option, and "Premium" is the standard.

#### LAN Service

##### Moves/Adds/Changes

- a. For all LAN seats, "Enhanced" is not an option

##### Restore to Service

- a. For all LAN seats, "Basic" is not an option, "Regular" is an option, and "Premium" is the standard.

#### **14. Phone System/Service Infrastructure:**

The Contractor shall support, operate, and maintain the Center's system/service infrastructure for telephone, voicemail, and related services. Examples of functional areas considered part of the infrastructure are: training and consultation services, special phones (e.g., conference phones, digital phones with headset adapters), devices (e.g., data communications modules), peripherals (e.g., headsets, volume control handsets), configurations (e.g., data lines, call processing mailboxes, interfaces to external conference systems), system recordings, bypass telephones, Emergency Announcement System, and the Call Accounting System. Additionally:

- a. Phone-related peripherals and similar items shall be made available in the ODIN Catalog of Services and Commercial Components.
- b. The Contractor shall identify, evaluate, and report to appropriate Government authorities any questionable or unusually high usage of telephone services, being vigilant to detect any potential fraud or abuse, both internal and external, including responding to requests from NASA management for detailed telephone usage reports.
- c. The Contractor shall coordinate with on-site contractors and others to extend privately procured telephone company services from the Center's service demarcation point to required work sites on the Center.

#### **15. Telephone System Hardware and Software Upgrade:**

The contractor shall upgrade the operating software on the Glenn Research Center and Plum Brook Station telephone switches to the latest version available from the telephone switch manufacturer. The upgrade shall also include 6 additional digital line cards on the Glenn Research Center phone switch. This upgrade shall be complete within 6 months of the start of the Deliver Order. The cost of this upgrade shall be spread across all PH seats (excluding PCells). The

software and hardware installed shall become the property of the Government when the upgrade is complete.

**16. PH1 through PH4 Seats - Master Contract 2.3.2:**

The Contractor shall include the following service elements in the PH1 through Ph4 seats.

- a. Engineering, configuration, operation, and maintenance of the telephone switch and voice mail systems including maintenance contracts.
- b. Circuits connecting the center PBX to the local telephone company providing dial tone for access external to the center. An analog or digital (as appropriate to the service level ordered) port on a line card in the telephone switch.
- c. Ports up to the capacity of the switch in its current configuration. New line cards to increase port capacity shall be available as a catalog purchase and will become the property of the Government.
- d. The cable pair(s) (copper circuit) extending the telephone switch port to the location of the telephone instrument. Cabling is provided as a part of a new seat installation up to the capability of the current switch configuration. Building remodeling or the addition of new facilities will be handled as an IUP. Movement of existing seats that require cabling will be assessed as a M/A/C where existing service exists.
- e. Set-up and testing.
- f. Documentation.
- g. Corrective and preventative maintenance on existing circuits.
- h. A telephone instrument as appropriate to the service level ordered.
- i. Telecommunications billing administration.
- j. Maintenance of voice processing applications.
- k. Distribution of voice broadcast messages.
- l. All corrective and preventive maintenance of the telephone cable plant infrastructure. Repair of cables damaged by nature shall be negotiated with the DOCO.
- m. Support testing of the UPS system including batteries, the back-up generator, and transfer switch.

**17. Central Communications Center:**

The Contractor shall include the following in the Central Communications Center. The cost of performing these services shall be included in the telephone seat costs.

- a. Administration, maintenance, and operation.
- b. Staffed during business hours, Monday through Friday.
- c. Provide directory assistance, assistance with establishing conference calls, and, as requested, assistance with placing long distance or international calls.
- d. Operation of a central facsimile service for incoming and outgoing faxes to service personnel not having access to a fax machine and to support international facsimile transmissions.

**18. Telecommunications Billing Administration:**

The Contractor shall provide billing administration services for commercial telecommunications services. The cost of performing these services shall be included in the telephone seat costs, and the activities include:

- a. Act as the receiving office for all telecommunications-related billing from commercial service providers.
- b. Review, validate, and coordinate all bills in accordance with established Center procedures and approved accounts. There is no requirement to verify details of usage unless there is a billing anomaly or question of abuse/inappropriate use.
- c. Prepare all bills for signature by the DOCO or designee for processing for payment by the Government, and within established timelines to prevent late-payment fees.

**19. Telecommunications Coordination and Service Administration:**

The Contractor shall provide coordination and service administration for telecommunications services. The cost of performing these services shall be included in the telephone seat costs, and the activities include:

- a. Coordinate (e.g., distribute cards and billing information) NISN-provided Government telephone calling cards.
- b. Coordinate telecommunications services for Center organizations from contractors such as Verizon, AT&T, and other sources (e.g., for phone service for off-site conferences/expositions, requirements for special on-site circuits.)

**Section E. GRC Catalog Services**

**1-3 RESERVED CORE**

**4 RESERVED CORE/ARMD**

**5-7 RESERVED CORE**

**8 RESERVED CORE/ARMD**

**9-13 RESERVED (BLANK)**

**14-17 RESERVED ARMD**

**18. Standard Infrastructure Improvements:**

The Contractor shall make available on the CSCC a fixed price for "standard" or frequently requested infrastructure improvements. When implemented, any physical components purchased to complete the job become the property of the Government. These priced items shall appear in the CSCC and be classified by the categories listed in the table below. Items may not be ordered in multiples nor combined together. Items requiring more than 16 hours to complete shall become a full Infrastructure Upgrade Proposal.

<b>Infrastructure Improvements Classification</b>	<b>Time needed to complete</b>	<b>Typical Examples</b>
Type I	Less than 4 hours	<ul style="list-style-type: none"><li>• Installation or Extension of dedicated fiber or copper circuit</li><li>• Relocation of a network drop</li></ul>
Type II	4 to 8 hours	<ul style="list-style-type: none"><li>• Relocation of a network drop involving conduit and/or environmental work (e.g., coordinating asbestos abatement)</li><li>• Setup of Desktop or Workstation hardware and software for special on-center event</li></ul>
Type III	8 to 16 hours	<ul style="list-style-type: none"><li>• Installation of a new cable from a communications room to the faceplate (drop install)</li><li>• Setup of Desktop or Workstation hardware and software for local event (e.g., Air show, fair)</li></ul>

## **Section F. GRC Center Metrics**

**1-4 RESERVED CORE**  
**5-9 RESERVED (BLANK)**  
**10-11 RESERVED ARMD**

### **12. Performance Retainage Pool:**

The PRP will be awarded on a discretionary basis based on a surveillance plan that is mutually agreed to by both parties. Seventy-Five percent will be objective based on the current surveillance plan methodology and 25 percent will be subjective based on the Master Contract PRP criteria (Master Contract Section A.1.8).

## **Section G. GRC Help Desk Section**

**1-5 RESERVED CORE**  
**6-10 RESERVED (BLANK)**  
**11 RESERVED ARMD**

### **12. GRC HSPD-12 Help Desk Support**

The Contractor shall provide outreach and Help Desk services in support of the GRC HSPD-12 implementation. Outreach services will be limited to promoting a basic understanding of the requirement for, and use of, HSPD-12 installation kits.

### **13. Priority Service - Master Contract C.5.9.4.1-2:**

In lieu of C.5.9.4.1-2, the Contractor shall provide priority service based on 3 percent of a running average of monthly calls placed during the Delivery Order period of performance. This 3 percent shall be included in the desktop services seat price. The need for this level of priority service will be based on the urgency expressed by the customer when they call the help desk or customer being identified through a list of priority customers. DOCOTR approval to grant the request for priority service is not required. However, approval to deny the request is required from the DOCOTR. Priority Service requests is generally available only during the PPM, however up to 0.5 percent shall be available 24 hours a day x 7 days a week.

## **Section H. GRC Network Services**

### **1. General Network Services:**

GRC's Local Area Network (LAN) is a critical element of GRC's information systems infrastructure. The GRC LAN transports all mission and administrative data on the Center and is comprised of at least four distinct networks: internal (private) network, external services network (ESN), open network, and guest network. This requirement is greater in scope than the previous Delivery Order. The Office of the CIO is the Government entity that defines network policy and architecture at GRC.

The Government is responsible for all analysis and for the development/definition of future architectures to which the current implementation of the LAN will migrate. The ODIN Contractor is fully responsible for operations and maintenance of the GRC LANs. The ODIN contractor may propose alternate architectures or devices, but the contractor shall place no infrastructure device on the network without notification to and concurrence by the Government.



The GRC Network Operations Center (GNOC) shall be maintained on-site at GRC. At a minimum, the GNOC shall be staffed from 7:00 a.m. to 5:30 p.m. on standard Government workdays. The operating environment of GRC shall be monitored 24 hours per day x 7 days per week with anomalies reported to a network technician/analyst for remediation.

The ODIN Contractor shall provide full support for the current implementation of GRC LANs as well as equipment replacement with like equipment or functionally equivalent equipment approved by the Government. This includes all services and support necessary to operate and maintain the network on a day-to-day basis, including:

- a. Acquisition and configuration of physical elements of the network, including Cable Plant and Electronic Infrastructure (e.g., network switches, bridges, routers, end-equipment, test & analysis equipment)
- b. Installation and operational checkout of new Electronic Infrastructure equipment and Cable Plant segments
- c. Removal of inactive network connections via removal of punch-down and/or patch cables
- d. Analysis, evaluation and repair of any condition which has caused an interruption to network service
- e. Maintenance and repair of the Cable Plant.
- f. Procurement of maintenance, maintenance and repair of Electronic Infrastructure
- g. User help/support desk functions
- h. IP Address Management (see details in IPAM)
- i. Implementation of port level security per CIO policy
- j. Domain Name Service

During core hours on standard Government workdays, the ODIN Contractor shall initiate immediate corrective maintenance for critical problems and shall initiate corrective maintenance for isolated problems within 2 contiguous hours. During other than prime shift, the ODIN Contractor shall provide corrective maintenance for critical or isolated problems within 4 hours. In instances where prime shift begins before the end of the 4 hour non-prime response time, response time shall be provided within 2 contiguous hours of prime shift start or the expiration of the initial four hour corrective maintenance time, whichever is less. Maintenance and repair of non-critical problems may be delayed until the next business day.

**2. Static Lease Dynamic Host Configuration Protocol (DHCP):**

For assignment and provisioning of IP addresses, the contractor shall utilize Static-Lease DHCP. If the seat does not support DHCP, this requirement will be waived. The ODIN DOCOTR may waive non-full seats from the requirement. The DHCP implementation must support:

- a. Views
- b. Integration between DNS, DHCP and information currently in the end node database (hostname, location, user, system administrator) as well as additional fields
- c. Ability for a single host to appear differently internal to the Center and external
- d. Common database import and export of data
- e. Integration with IPAM System

**3. Port-Level Security:**

On the Closed network (as defined by NASA Standard 2813) the Contractor shall implement port-level security in areas where the infrastructure supports it. Any network port, which is not assigned for use, shall be disabled. If portions of the infrastructure do not support this capability, the Government may request an upgrade via the IUP process. Assigned ports shall be disabled upon 3 changes of a connecting MAC address.

On the GRC External Services Network, the Contractor shall implement port-level security. Any network port, which is not in assigned for use, shall be disabled. Ports shall be disabled upon 1 change to a connecting MAC address.

Variances to individual ports about the implementation of port level security may be granted by the GRC CIO or his designee. The list of variances shall be maintained by the ODIN contractor and shall be provided to the Government upon request. It is expected that major conference rooms at GRC will be granted a variance for roaming user connections.

**4. VPN Services:**

For the VPN (Virtual Private Network) the Government will provide the physical NeoTeris SSL-VPN system to be the primary VPN into the GRC networks. The contractor shall provide management, maintenance, and support of the environment. Operation is based on the following conditions:

- The VPN service delivery mechanism is provided through the NeoTeris SSL-VPN in accordance with existing procedures
- Authentication is operated via SecurID tokens
- Maintenance is procured and provided by the ODIN contractor

**5. IP Address Management:**

The Contractor shall make available to the Government all applicable IP address information. The data will be used to support investigations, develop IT system security plans, perform network monitoring, moves, and external audits and investigations. The Contractor shall maintain accurate data for all IP addresses on the GRC LANS. All changes shall be reflected in the data within 24 hours, and a history of all IP changes occurring over the previous 12 months shall be maintained. Within 6 months of the effective Delivery Order date, the Contractor shall develop, implement, and populate an online IP address management system with query capability so that the government may audit without Contractor intervention. Specific characteristics for the Infrastructure Upgrade Proposal include at a minimum:

- IP address associated with a particular responsible individual
- Mac address for device
- Building and Room
- Phone Number
- Machine Type
- Operating System
- History of changes to all of these fields
  - When a machine is removed from operation, the database shall be updated within 24 hours of notification
  - When information about a machine is changed, the information shall be updated within 24 hours of notification
- Integrate with the Center DNS infrastructure

**6. Wireless LAN Support:**

GRC has deployed a wireless LAN (WLAN) in numerous buildings. This WLAN is considered to be part of the GRC network infrastructure and is to be maintained and operated in accordance with the guidelines set forth for the GRC wired infrastructure. Each WLAN enabled building offers wireless network access to both the GRC internal network and guest access to the Internet via 802.11b/g standards. Each of these buildings has undergone a wireless survey to insure proper placement of WLAN antennas.

In preparation for future WLAN Access Points (AP) implementation, a wireless survey shall be performed in each of the following buildings: 4, 6, 7, 21, 23, 105, 143, 145, and 309. These surveys shall be completed within 6 months after the start of the delivery order. Each survey shall produce a report that depicts on a drawing the number and location of APs required to provide WLAN coverage throughout the entire building. These reports shall be kept on file and accessible to the Government upon request.

In addition to the above, the Contractor shall make additional wireless APs available via a restricted CSCC offering. This will allow the Government to increase the coverage area in a specific building or facility to meet customer needs. Acquisition and installation of these additional access points shall be routed through the DOCOTR for approval. Access points purchased through the CSCC shall only be installed in buildings that have undergone a wireless survey and the placement of any AP must be consistent with that building's survey. All access points shall become the property of the Government and be fully integrated and compatible with the current GRC WLAN infrastructure.

7. **Special Purpose Networks:**

The scope and technical breadth of GRC's mission is such that unpredictable requirements arise for special purpose networks to support new agency requirements. The responsibility for analyzing the requirements will reside with the Government, but because of the ODIN Contractor's expertise and day-to-day operations, it is expected that the ODIN Contractor may be involved in the analysis and design of the technical solution. Once the network design is approved, the implementation, day-to-day operations, and maintenance of the new special purpose network shall become the responsibility of the ODIN Contractor. Since the number of these networks and the subsequent scope of the associated network support services are not known in advance, the provision of these services will be addressed by an infrastructure upgrade.

8. **LAN Interface Service – Master Contract E.2.3.7:**

Any device receiving any center network services must minimally subscribe to a LANx seat if the services are not provided through some other desktop or network seat subscription.

9. **LAN Interface Connection Service Levels – Master Contract E.3.3.5:**

The LAN seat service levels are revised from Master Contract E.3.3.5 to read as follows:

- a. Regular: 10/100MBPS
- b. Fast: 1GPBS
- c. Huge: 10GPBS

10. **LAN3 Seats - Master Contract E.2.3.7.3:**

LAN3 description is revised to be 10 Gigabit Ethernet.

11. **Fax Technology Refresh:**

Fax seats shall be refreshed with fax systems that meet or exceed the capabilities of the seat's service characteristics as defined in the Master Contract. Refreshment of a fax seat shall occur when a given fax machine cannot be repaired and/or maintained to be compliant with the applicable service characteristics of the fax service level definitions. Refresh costs shall be bundled into fax seat costs. The Contractor shall support retrieval/reloading of user-supplied data (e.g., location, distribution lists, phone numbers).

12. **Remote Communication (RC) Seats:**

RC service shall be provided for through purchases of RC seats and seat subscriptions to Remote S LAN Service. RC1 and RC2 seats will be based on the total number of requests for RC service of this type, which is presently defined by the number of active Remote Access Service (RAS)

accounts; the number of seats subscribed to Remote S LAN Service; and the capacity of the RAS system. Regardless of the number of RC1 and RC2 seats purchased, the ODIN contractor shall provide sufficient connection means for Remote S LAN services subscribed through GP3 or other seats. The Contractor shall include the following service elements in the RC seats.

- a. Provide security and log monitoring.
- b. Perform backups on authentication server(s).
- c. Administer RAS user accounts.
- d. Manage the archiving of Remote Access User Account Request forms.
- e. Generate statistical information.
- f. Create, distribute, and maintain RAS user manuals and related software.
- g. Maintain the content of the RAS web site.
- h. Troubleshoot user network connection anomalies.
- i. **Investigate the need for software upgrades due to changes or new versions of applications and their associated integration issues.**
- j. **Actively investigate the need for system upgrades and implement Government-approved changes.**
- k. Maintain RAS adherence to security procedures set forth by the Government for issuing accounts, resetting passwords, terminating inactive connects, and addressing unauthorized attempts to access the system.
- l. Provide continual documentation including, but not limited to, maintaining the RAS user profile documentation, RAS technical drawings, maintenance records, equipment manuals, operational manuals.
- m. Support and generation of report of usage statistics or other report required for criminal investigations.

### **Part III. GRC IT SECURITY REQUIREMENTS**

1-15 RESERVED CORE  
16-20 RESERVED (BLANK)  
21-23 RESERVED ARMD

#### **24. GRC System Level Privileges:**

Data sensitivity, non-standard system configurations, hardware usage, and other mission-essential requirements will result in non-ODIN employees retaining some level of administrative access to ODIN systems. The Contractor shall provide a mechanism, known as a System Level Privileges (SLP) agreement, which permits Government and Contractor personnel to retain system administration privileges on outsourced systems when required by the data or operation of the system. At least two levels of SLP shall be implemented: shared and exclusive.

1. **Shared SLP.** In this arrangement, ODIN administrators retain full system administration responsibility for the system but provide one or more system users with elevated privileged in order to more effectively maintain software, hardware, or operating system configurations. Subject to Government training, certification, or other restrictions, the Contractor shall establish and maintain procedures that enable the sharing of system level privileges with non-ODIN personnel. The current configuration of Laptop computers at GRC will necessitate that all users of these systems will require a Shared SLP.
2. **Exclusive SLP.** In this arrangement, ODIN administrators relinquish all system administration responsibility for a system to a non-ODIN system administrator. Subject to Government training, certification, or other restrictions, the Contractor shall establish and maintain procedures that enable the transferring of system level access to non-ODIN personnel. The Contractor is relieved of all performance and availability metrics associated with ODIN seats when caused by non-ODIN personnel.

Government approval for concurrence of the requirement for an SLP will be limited to only the requestor and the line supervisor or COTR of the requestor.

The Contractor shall propose and demonstrate a working process to route, approve, and maintain accuracy of all existing and new SLP requests to the ODIN DOCOTR or designate no later than three months after the start of this Delivery Order.

**25. GRC Core Standardization Efficiencies:**

The Contractor has provided NASA savings based on Core standardization efficiencies. These efficiencies include the following; Core Security Plan, Core Common Load, adherence to Agency Security guidelines, and certification and accreditation of NASA ODIN products at the Agency level. Based on these efficiencies, the Contractor's service delivery model reflects this standardized approach. The guidelines associated with the Core standardization efficiencies shall be established by the Agency CIO. The certification and accreditation of products shall be in accordance with Agency CCB processes and approval. The Contractor may propose an equitable adjustment to the extent that these standardized approaches and guidelines are not followed based on the Core document guidelines. This adjustment shall be proposed as a "claim" in accordance with FAR 52.233-1 Disputes (July 2002.).

**Part IV. RESERVED – CENTER TECHNOLOGY INFUSION (Infrastructure Upgrades)**

**Part V. GRC Clauses**

**1-2 RESERVED CORE**

**3-7 RESERVED (BLANK)**

**8-9 RESERVED ARMD**

**10. Limitation of Funds, (Fixed-Price Contract) (March 1989), NASA FAR Supplement Clause 1852.232-77:**

- (a) Of the total price of items being procured under this Delivery Order, the sum of TBD is presently available for payment and allotted to this Delivery Order. It is anticipated that from time to time additional funds will be allocated to the Delivery Order.
- (b) The Contractor agrees to perform or have performed work on the items specified in paragraph (a) of this clause up to the point at which, if this Delivery Order is terminated pursuant to the Termination for Convenience of the Government clause of the Master Contract, the total amount payable by the Government (including amounts payable for subcontracts and settlement costs) pursuant to paragraphs (f) and (g) of that clause would, in the exercise of reasonable judgment by the Contractor, approximate the total amount at the time allotted to the Delivery Order. The Contractor is not obligated to continue performance of the work beyond that point. The Government is not obligated in any event to pay or reimburse the Contractor more than the amount from time to time allotted to the Delivery Order, anything to the contrary in the Termination for Convenience of the Government clause notwithstanding.
- (c)
  - (1) It is contemplated that funds presently allotted to this Delivery Order will cover the work to be performed until **TBD**.
  - (2) If funds allotted are considered by the Contractor to be inadequate to cover the work to be performed until that date, or an agreed date substituted for it, the Contractor shall notify the Contracting Officer in writing when within the next 60 days the work will reach a point at

which, if the Delivery Order is terminated pursuant to the Termination for Convenience of the Government clause of the Master Contract, the total amount payable by the Government (including amounts payable for subcontracts and settlement costs) pursuant to paragraphs (f) and (g) of that clause will approximate 85 percent of the total amount then allotted to the Delivery Order.

- (3) (i) The notice shall state the estimate when the point referred to in paragraph (c)(2) of this clause will be reached and the estimated amount of additional funds required to continue performance to the date specified in paragraph (c)(1) of this clause, or an agreed date substituted for it.
  - (ii) The Contractor shall, 60 days in advance of the date specified in paragraph (c)(1) of this clause, or an agreed date substituted for it, advise the Contracting Officer in writing as to the estimated amount of additional funds required for the timely performance of the Delivery Order for a further period as may be specified in the Delivery Order or otherwise agreed to by the parties.
- (4) If, after the notification referred to in paragraph (c)(3)(ii) of this clause, additional funds are not allotted by the date specified in paragraph (c)(1) of this clause, or an agreed date substituted for it, the Contracting Officer shall, upon the Contractor's written request, terminate this Delivery Order on that date or on the date set forth in the request, whichever is later, pursuant to the Termination for Convenience of the Government clause.
- (d) When additional funds are allotted from time to time for continued performance of the work under this Delivery Order, the parties shall agree on the applicable period of Delivery Order performance to be covered by these funds. The provisions of paragraphs (b) and (c) of this clause shall apply to these additional allotted funds and the substituted date pertaining to them, and the Delivery Order shall be modified accordingly.
- (e) If, solely by reason of the Government's failure to allot additional funds in amounts sufficient for the timely performance of this Delivery Order, the Contractor incurs additional costs or is delayed in the performance of the work under this Delivery Order, and if additional funds are allotted, an equitable adjustment shall be made in the price or prices (including appropriate target, billing, and ceiling prices where applicable) of the items to be delivered, or in the time of delivery, or both.
- (f) The Government may at any time before termination, and, with the consent of the Contractor, after notice of termination, allot additional funds for this Delivery Order.
- (g) The provisions of this clause with respect to termination shall in no way be deemed to limit the rights of the Government under the default clause of the Master Contract. The provisions of this Limitation of Funds clause are limited to the work on and allotment of funds for the items set forth in paragraph (a) of this clause. This clause shall become inoperative upon the allotment of funds for the total price of said work except for rights and obligations then existing under this clause.
- (h) Nothing in this clause shall affect the right of the Government to terminate this Delivery Order pursuant to the Termination for Convenience of the Government clause of the Master Contract.

**11. Monthly Invoice Periods – Master Contract Paragraph 1. Contract Terms and Conditions—Commercial Items (52.212-4) (May 1997) (Modified):**

For invoicing and payment purposes, the following guidelines shall also apply:

Seat and service level services installed or in effect by midnight on the 15th day of the month will be invoiced for the whole month. "In effect" is defined as beginning when the equipment is delivered to the user and completely operational and ending when removed from the user, but no later than 5 working days after service cancellation.

- a. Seat and service level services cancelled on or before the 15th of the month will not be invoiced for that month.

- b. Seat and service level services installed or in effect after the 15th of the month will not be invoiced for that month but will be invoiced beginning with the next month.
- d. Temporary seats are invoiced the same as non-temporary seat and service level services, however, the minimum invoice period for a Temporary Seat is one month. After the first 30 days of use, if the seat and service level services are in effect as of midnight on the 15th of a month, the temporary seat will be invoiced for the whole month. If the seat and service level services are cancelled on or before the 15th of a month, the temporary seat will not be invoiced for that month.
- d. Catalog and other specialized services will be invoiced separately upon customer receipt as negotiated.
- e. Infrastructure upgrades will be invoiced separately upon completion or as negotiated.

12. **NFS 1852.245-77, LIST OF INSTALLATION-ACCOUNTABLE PROPERTY AND SERVICES (JULY 1997)**

In accordance with the clause at 1852.245-71, Installation-Accountable Government Property, the Contractor is authorized use of the types of property and services listed in Attachment E, to the extent they are available, in the performance of this contract within the physical borders of the installation which may include buildings and space owned or directly leased by NASA in close proximity to the installation, if so designated by the Contracting Officer.

(a) Office space and work area space as described below, and utilities. Government telephone lines, for both local and long distance purposes, are available for official purposes only; pay telephones are available for Contractor employees for unofficial calls. (Centers check for space changes, etc.)

GRC will provide, for the ODIN Contractor's use in performing the services required under the Delivery Order up to 2,875 sq. ft of personnel office space and up to 1,500 sq. ft of technical space for ODIN related infrastructure (servers, wiring closets) and test-bed activities within Building 142 at no cost. Use of other specialized rooms across the center such as distributed communications rooms (e.g., telephone switch room, wiring closets, server rooms) will be made available at current usage levels at no charge.

(b) General- and special-purpose equipment, including office furniture.

(1) Equipment/items to be made available for use to the Contractor are listed in Attachment F. The Government retains accountability for this property under the clause at 1852.245-71, Installation-Accountable Government Property, regardless of its authorized location. Additionally, Government-owned items requiring Contractor maintenance coverage are defined in the Master Contract and herein.

(2) If the Contractor acquires property, title to which vests in the Government pursuant to other provisions of this contract, this property also shall become accountable to the Government upon its entry into Government records as required by the clause at 1852.245-71, Installation-Accountable Government Property.

(3) The Contractor shall not bring to the installation for use under this contract any property owned or leased by the Contractor, or other property that the Contractor is accountable for under any other Government contract, without the Contracting Officer's prior written approval. However,

advance approval is not required for items listed in the Contractor's asset management database and provided for the Government's use under this contract.

(c) Installation-provided services:

- (1) Supplies from stores stock.
- (2) Publications and blank forms stocked by the installation.
- (3) Janitorial services for provided office space.
- (4) On-Center mail services for official ODIN use.
- (5) Use of the Center's existing Internet service for official ODIN use.
- (6) Safety and fire protection for Contractor personnel and facilities.
- (7) Installation service facilities: Conference and training facilities as required for customer interface activities or training, as available and as scheduled and coordinated with Points of Contact and/or facility coordinators.
- (8) Medical treatment of a first aid nature for Contractor personnel injuries or illnesses sustained during on-site duty.
- (9) Cafeteria privileges for Contractor employees during normal working hours.
- (10) Building maintenance for facilities occupied by Contractor personnel.
- (11) The user responsibilities of the Contractor are defined in paragraph (a) of the clause at 1852.245-71, Installation-Accountable Government Property.
- (12) Lab bus/Airport Transportation
- (13) Day Care
- (14) Fitness Center

13. **Non-Disclosure – Master Contract C.5.4:** The Contractor shall require each employee with potential access to any information and/or data available to them as a result of the performance of this DO, to sign non-disclosure statement certifications prior to commencing performance of duties, which might result in access to such information and/or data. A signed copy of the non-disclosure statement for all company employees and any subcontractors supporting the subject Delivery Order shall be filed in each of the respective employee's personnel file, a copy shall be maintained with the Contractor's Program Management staff, and a copy of all the signed agreements shall also be kept in one single folder, which shall be made available to the Government upon request. The following non-disclosure statement shall be used/obtained:

ODIN Contractor Services  
Under Master Contract NAS5-98145

**NON-DISCLOSURE STATEMENT**

I certify that I will not disclose any information (e.g., NASA specifications, requirements, data, sensitive information, proprietary information) concerning Delivery Order Contractor fill in specific center DO number and NAS5-98145 made available to me as a result of my performance under this Delivery Order/NASA Contract. This information may not be used for any other purpose.

\_\_\_\_\_  
Name

\_\_\_\_\_  
Title



Company

---

Signature

---

Date

**PART VI - RESERVED**

**PART VII – GRC SPECIFIC CENTER ATTACHMENTS**

<b>Attachment Number</b>	<b>Title</b>	<b>Dated</b>	<b>Number of pages</b>
A	PRICE LIST FOR YEARS 1,2,3,4 --- (RESERVED SEE CORE)		
B	GRC DATA REQUIREMENT DESCRIPTIONS (DRD)		
C	GRC CENTER OVERLAY TO CORE STANDARD SOFTWARE LOAD		
D	RESERVED		
E	SUMARY TABLE OF GRC DEVIATIONS FROM CORE COMPUTER SEATS AND SERVIC E LEVELS AND GRC COMMUNICATION SEATS AND SERVICES LEVELS		
F	LIST OF INSTALLATION-ACCOUNTABLE GOVERNMENT PROPERTY (RESERVED UNTIL NEEDED)		
G	LIST OF GOVERNMENT-FURNISHED PROPERTY		
H	NATIONAL SECURITY INFORMATION REQUIREMENTS (DD-254) RESERVED		

## GRC Attachment B – GRC Data Requirement Descriptions (DRD)

In addition to Master Contract DRDs, the Contractor shall comply with CORE, Mission, and Center-specific DRDs.

Glenn Center Specific DRD Table

DRD NO.	SECTION/REF	DRD TITLE
GRC-01	Master Contract C.5.2	ON-LINE TELEPHONE DIRECTORY
GRC-02	See DRD	LIMIT Staffing HSPD-12 Compliance
GRC-03	RESERVED	RESERVED
GRC-04	RESERVED	RESERVED
GRC-05	RESERVED	RESERVED
GRC-06	RESERVED	RESERVED
GRC-07	See DRD	System Level Privilege Holders by SLP type
GRC-08	See DRD	Meeting Place Conferencing Service Usage
GRC-09	See DRD	Summary Gateway Spam and Virus Filtering Report

<b>NATIONAL AERONAUTICS AND SPACE ADMINISTRATION</b>  John H. Glenn Research Center At Lewis Field Cleveland, Ohio 44135	<u><b>DATA REQUIREMENT DESCRIPTION (DRD)</b></u>	1. RFP #: ODIN  2. DRD #: GRC-01  Page 1 of 1
<b>3. TITLE:</b> On-line Telephone Directory		

SUBMITTAL REQUIREMENTS	
<b>4. TYPE:</b> 3	<b>5. FREQUENCY OF SUBMISSION:</b> N/A
<b>13. DISTRIBUTION:</b> On-line telephone directory	<b>7. INITIAL SUBMISSION:</b> N/A
<b>8. REMARKS:</b> The Contractor shall provide electronic access to the GRC telephone directory.	

DATA REQUIREMENT DESCRIPTION	
<b>9. USE:</b> Personnel locator service	<b>10. REFERENCE:</b>  NAS5-98145, C.5.2 (End User Documentation)
	<b>11. INTERRELATIONSHIP:</b>

<b>19. PREPARATION INFORMATION:</b>  The On-line telephone directory shall include the following information:  1) An alphabetical section containing: <ul style="list-style-type: none"> <li>a. Telephone extension</li> <li>b. Name</li> <li>c. Building</li> <li>d. Room number</li> <li>e. Company name</li> <li>f. Voice mail indicator</li> <li>g. Mail code</li> <li>h. Contractor/civil service indicator</li> <li>i. E-mail address</li> <li>j. Page number</li> </ul>
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<b>NATIONAL AERONAUTICS AND SPACE ADMINISTRATION</b>  John H. Glenn Research Center At Lewis Field Cleveland, Ohio 44135	<b><u>DATA REQUIREMENT DESCRIPTION (DRD)</u></b>	1. RFP #: ODIN  2. DRD #: GRC-02  Page 1 of 1
<b>3. TITLE: LMIT Staffing HSPD-12 Compliance Non-Government Position Risk/Sensitivity Report</b>		
<b>SUBMITTAL REQUIREMENTS</b>		
<b>4. TYPE: 3</b>	<b>5. FREQUENCY OF SUBMISSION:</b> Quarterly or upon request by the DOCOTR or Designee.	
<b>14. DISTRIBUTION:</b> Email GRC ODIN DOCOTR and copy Alternate DOCOTR .	<b>7. INITIAL SUBMISSION:</b> April 13, 2007 and 10 working days following the end of the quarter.	
<b>8. REMARKS:</b>		
<b>DATA REQUIREMENT DESCRIPTION</b>		
<b>9. USE:</b>  This report will enable the DOCOTR to ensure that all LMIT employees shall have completed their background checks and all new and temporary employees are compliant with the HSPD-12 Non-government Position Risk/Sensitivity Designation requirement.	<b>10. REFERENCE:</b>  <ul style="list-style-type: none"> <li>Homeland Security Presidential Directive 12 (HSPD-12)</li> </ul>	
	<b>12. INTERRELATIONSHIP: Note: this report is in the same format as the Quarterly Staffing report now done for GRC for items 1 to 7 below. Items 8 and 9 have been added.</b>	
<b>20. PREPARATION INFORMATION:</b>  The report shall contain the following information for LMIT, subcontractor, new, and temporary employees: <ol style="list-style-type: none"> <li>Employee Last Name</li> <li>Employee First Name</li> <li>Phone number</li> <li>Employer indicating LMIT or sub contractor or temporary employees</li> <li>Mail Stop</li> <li>Room number</li> <li>Email Address</li> <li>Position Risk/Sensitivity Designation</li> <li>Date HSPD-12 Compliant for background check</li> </ol> <p>Must be updated for new employees and temporary employees must redo background check for broken service.</p>		

<b>NATIONAL AERONAUTICS AND SPACE ADMINISTRATION</b>  John H. Glenn Research Center At Lewis Field Cleveland, Ohio 44135	<u><b>DATA REQUIREMENT DESCRIPTION (DRD)</b></u>	1. RFP #: ODIN  2. DRD #: GRC-07  Page 1 of 1
<b>3. TITLE:</b> System Level Privilege report listing all SLP Holders separately by SLP Type.		
<b>SUBMITTAL REQUIREMENTS</b>		
<b>4. TYPE:</b> 3	<b>5. FREQUENCY OF SUBMISSION:</b> Quarterly.	
<b>15. DISTRIBUTION:</b> Email GRC ODIN DOCOTR and copy Alternate DOCOTR.	<b>7. INITIAL SUBMISSION:</b> April 13, 2007 and 10 working days following the end of the quarter.	
<b>8. REMARKS:</b>		
<b>DATA REQUIREMENT DESCRIPTION</b>		
<b>9. USE:</b>  This report will enable the DOCOTR and Alternate DOCOTR to track and report all Exclusive, Shared, and SIMU holders at GRC.	<b>10. REFERENCE:</b>	
	<b>13. INTERRELATIONSHIP:</b>	
<b>21. PREPARATION INFORMATION:</b>  For all Exclusive, Shared, SLP Type Holders at GRC, the report shall contain the following information: <ol style="list-style-type: none"> <li>1. SLP Type (Exclusive, Shared)</li> <li>2. Last Name</li> <li>3. First Name</li> <li>4. Organization Code</li> <li>5. Date Granted SLP</li> <li>6. System ECN</li> <li>7. Operating system</li> </ol>		

<b>NATIONAL AERONAUTICS AND SPACE ADMINISTRATION</b>  John H. Glenn Research Center At Lewis Field Cleveland, Ohio 44135	<u><b>DATA REQUIREMENT DESCRIPTION (DRD)</b></u>	1. RFP #: ODIN  2. DRD #: GRC-08  Page 1 of 1
<b>3. TITLE:</b> Meeting Place Conferencing Service Usage Reports.		
<b>SUBMITTAL REQUIREMENTS</b>		
<b>4. TYPE:</b> 3	<b>5. FREQUENCY OF SUBMISSION:</b> Monthly.	
<b>16. DISTRIBUTION:</b> Email GRC ODIN DQCOTR and copy Alternate DOCOTR.	<b>7. INITIAL SUBMISSION:</b> April 13, 2007 and 10 working days following the end of the month.	
<b>8. REMARKS:</b>		
<b>DATA REQUIREMENT DESCRIPTION</b>		
<b>9. USE:</b>  This report will enable the DOCOTR and Alternate DOCOTR to track and report on the service provided by the ODIN Contractor and the users' usage of the service at GRC.	<b>10. REFERENCE:</b>	
	<b>14. INTERRELATIONSHIP:</b>	
<b>22. PREPARATION INFORMATION:</b>  For all Meeting Place Conferencing usage at GRC, include number of conferences held, organizations using the service, and number of conferences and minutes used per organization. Organization totals shall be accumulated for number of conferences held and minutes used with the detail report containing the following information:  1. Organization(s) Code using the service 2. Conference Name 3. Name of person reserving conference 4. Date for Conference 5. Minutes Used		

<b>NATIONAL AERONAUTICS AND SPACE ADMINISTRATION</b>  John H. Glenn Research Center At Lewis Field Cleveland, Ohio 44135	<u><b>DATA REQUIREMENT DESCRIPTION (DRD)</b></u>	1. RFP #: ODIN  2. DRD #: GRC-09  Page 1 of 1
<b>3. TITLE:</b> Summary Gateway Spam and Virus Filtering Report.		
<b>SUBMITTAL REQUIREMENTS</b>		
<b>4. TYPE:</b> 3	<b>5. FREQUENCY OF SUBMISSION:</b> Weekly.	
<b>17. DISTRIBUTION:</b> Email GRC Postmaster and Designee(s).	<b>7. INITIAL SUBMISSION:</b> April 10, 2007 and 2 working days following the end of every week.	
<b>8. REMARKS:</b>		
<b>DATA REQUIREMENT DESCRIPTION</b>		
<b>9. USE:</b>  This report will enable the GRC Postmaster to track and report on the implementation and effectiveness of anti-spam policies at GRC.	<b>10. REFERENCE:</b>	
	<b>15. INTERRELATIONSHIP:</b>	
<b>23. PREPARATION INFORMATION:</b>  For the GRC Mail Gateway, the weekly summary report shall contain the following information: <ol style="list-style-type: none"> <li>1. Day of the week</li> <li>2. Total messages received at the Gateway</li> <li>3. Messages dropped by Realtime Black Lists (RBLs)</li> <li>4. Messages Scanned by anti-spam software</li> <li>5. Messages Dropped by anti-spam software because they were spam</li> <li>6. Total Number of Messages dropped because they were spam</li> <li>7. Percentage of good mail to spam computed by (total messages received at gateway – total number of messages dropped) divided by total messages received at gateway.</li> <li>8. Weekly totals and percentage</li> <li>9. Recommendations for policy adjustments, if appropriate.</li> </ol>		



**ATTACHMENT C  
GRC SOFTWARE REQUIREMENTS**

**CORE STANDARD SOFTWARE LOAD**

The Government or ODIN Contractor responsibility in providing the licenses for CORE Software is included in the table below. Two columns were added for GRC to indicate which CORE Applications that will be on the GRC Center Overlay to be installed on Linux and UNIX systems.

Application	Windows	Mac	Linux	UNIX	ODIN Provides Licenses and Full Support	Government Provides Licenses; ODIN Provides Full Support
ActivClient	X	X				X
Adobe Acrobat Reader	X	X	X	X	X	
Authorware Web Player	X	X	X	X	X	
Entrust Entelligence & required plug-ins	X	X	X			X
Firefox Web Browser	X	X	X	X	X	
Flash Player	X	X	X	X	X	
Internet Explorer	X				X	
Java run-time environment	X	X	X	X	X	
Macintosh Operating System		X			X	
Microsoft Office (Professional Edition with Outlook)	X				X	
Microsoft Office for MAC		X			X	
MS Entourage		X			X	
Symantec Antivirus	X	X			X	
PatchLink (Update)	X	X	X	X	x	
Quicktime	X	X	X		X	
Realplayer/RealOne Basic	X	X	X		X	
Shockwave	X	X	X	X	X	
Stuff-It Standard		X			X	
Timbuktu (TBD – if at currently at use at all the centers)	X	X			X	
Windows Media Player	X				X	
Windows Operating System	X				X	
Windows Messenger	X	X			X	
Winzip	X				X	
Citrix ICA Client	X	X	X	X	X	
FileNet Desktop E-Forms	X	X				X
FetchFTP		X			X	
Flip4Mac Media Component - media player for Windows Media Player file		X			X	
Safari		X			X	
X.509 Root Certificates	X	X				X

## GRC SOFTWARE OVERLAY

Besides the CORE Standard Load Software, the following software shall be installed on all GRC full seats.

**GRC Software Overlay – To be installed on all full seats**

[illegible]

## **GRC TRIAGE SOFTWARE**

Upon user request, the following software shall be installed by the ODIN Contractor on GRC full seats. The Contractor shall provide the level of support for each software package included below.

### **GRC Software – To be installed individually upon request**

<b>Application</b>	<b>Windows</b>	<b>Mac</b>	<b>Linux</b>	<b>UNIX</b>	<b>ODIN Provides Licenses and Full Support</b>	<b>Government Provides Licenses; ODIN Provides Full Support (Triage 1)</b>	<b>Government Provides Licenses; ODIN Installs (Triage 2)</b>	<b>Comments</b>
Adobe Acrobat Standard (20% estimated coverage)	X				X	X		Ron Coulter has 90 licenses for Document Admins tracked separately from Center 20%
AutoCad	X						X	
Brio Client	X						X	Hyperion System 9 will replace Brio and add Mac and Linux
CPET Developed Applications	X	X					X	
Exceed (20% estimated coverage)	X					X		
Exceed 3D (5% estimated coverage)	X					X		
eRoom Plug-in	X						X	Install is done via connection to the service
Fast				X			X	
FileZilla (secure file transfer)	X					X		
Gcc			X	X		X		Either via setup or from OS vendor
g++			X	X		X		Either via setup or from OS vendor

Ghostview/Ghostscript	X					X		
IEMP SYSTEMS: SAP R/3, Business Warehouse (BW-BF), Business Warehouse (BW-Core), e- Payroll, Travel Manager, WebTADS, CMM, iView, Erasmus, Core Financial Training Tools, NASA Staffing and Recruiting System, PDM and Bankcard	X	X	X	X		X		
IMSL	X						X	
Java Developers Kit	X						X	
Juniper SSL VPN	X	X	X	X		X		Install done via setup done via connection to service
JWALK	X						X	Used extensively by CALL Henery. CHI will support and maintain under their contract.
Maestro (20% estimated coverage)	X					X		
Maple	X		9.5				X	
Mathmatica	X		X	X			X	
MATLAB	X		X	X			X	
Meeting Place	X				X			
Mozilla Browser			X	X	X			
MP2	X						X	
MSC/Patran	X						X	

MS Outlook Palm Conduit	X	X				X		
Office of CIO Business Applications	X	X	X	X			X	
Openoffice.org Office Suite for LINUX			X		X			
Openoffice.org Office Suite for Solaris				X	X			1.1.4 released for Sun
Palm Desktop	X	X	X			X		
Perl			X	X		X		ODIN build or from vendor
Plot3D	X						X	
Project	X				X			
Purify	X						X	
PV-Wave	X						X	
QWS3270 Plus (3270 Client)	X				X			
Rbrowser (secure file transfer)		X				X		
SAP GUI	X	X				X		WTS
TecPlot	X		X	X			X	
TeX	X						X	
TK Solver	X						X	
tn3270 X (3270 Client)		X	X	X	X			
Vendor C compiler	X	X	X	X		X		
Vendor C++ compiler	X	X	X	X		X		
Vendor FORTRAN77 Compiler	X	X	X	X		X		
Vendor FORTRAN90 Compiler	X	X	X	X		X		
Visio Standard Ed.(5%	X							Ron Coulter has 85

estimated coverage)					X	X		licenses of 2003 Std edition for document admins.
Xv			X	X		X		Via setup
7i	X						X	

**ATTACHMENT E GRC Deviations from CORE Computer Seats and Service Levels**

**TABLE E-1 SUMMARY OF SEATS AND SERVICE LEVELS FOR COMPUTER SEATS**

(Revised to GRC Center Specific)

Seat Types	DESKTOP	LAPTOP	WORK-STATION	WORK-STATION UNIX	MA1	MA2	MA MISC	NAD
<b>Architecture</b>								
Windows	S	S	S					
MAC	O	O	O					
Linux	O	O	O					
HP (UNIX Only)				O				
SUN (UNIX Only)				S				
SGI (UNIX Only)								
<b>Platform</b>								
Standard	S	S						
Lightweight		O						
Tablet		O						
Entry			S	S				
Mid			O	O				
High			O	O				
<b>Processor</b>								
Regular			S					
Enhanced			O					
<b>Docking Station</b>								
None		S						
Basic		O						
<b>Monitor</b>								
None	O	O	O	O				
Basic	O	O	O	O				
Regular	S	S	O	S				
Premium	O	O	S	O				
Enhanced	O	O	O	O				
Critical	O	O	O	O				
<b>ODIN Application Software</b>								
None	O	O	O	O				S
Standard	S	S	S	S				O
<b>Hardware Maintenance</b>								
None								S
Basic	O	O	O	O	O	O	O	O
Regular	S	S	S	S	S	S	S	O

Seat Types	DESKTOP	LAPTOP	WORK-STATION	WORK-STATION UNIX	MA1	MA2	MA MISC	NAD
Premium	O	O	O	O	O	O	O	O
Enhanced	O	O	O	O	O	O	O	O
Critical	O	O	O	O	O	O	O	O
<b>System Software Maintenance</b>								
None								S
Basic	O	O	O	O			O	O
Regular	S	S	S	S			S	O
Premium	O	O	O	O			O	O
Enhanced	O	O	O	O			O	O
Critical	O	O	O	O			O	O
<b>ODIN-Appl Software Maintenance</b>								
None	O	O	O	O				S
Basic	O	O	O	O				O
Regular	S	S	S	S				O
Premium	O	O	O	O				O
Enhanced	O	O	O	O				O
Critical	O	O	O	O				O
<b>Hardware Tech Refresh</b>								
Basic	O	O	O	O				
Regular	S	S	S	S				
Premium	O	O	O	O				
Enhanced	O	O	O	O				
<b>Software Tech Refresh</b>								
Regular	S	S	S	S				S
Enhanced	O	O	O	O				O
<b>Moves, Adds, Changes</b>								
Regular	S	S	S	S	S	S	S	S
Enhanced	O	O	O	O	O	O	O	O
<b>LAN Services</b>								
No ODIN supplied network connection	O	O	O	O	O	O	O	O
Standalone	O	O	O	O	S	S	S	
Basic LAN	S	O	O	S				S
Remote-S LAN access	O	O	O	O				O
Remote-W LAN access	O	O	O					O
Remote-C		O						



Seat Types	DESKTOP	LAPTOP	WORK-STATION	WORK-STATION UNIX	MA1	MA2	MA MISC	NAD
Remote-S & Basic LAN		O						O
Remote S & Remote W & Basic LAN access		S						O
Remote S & Remote-W & Remote-C & Basic LAN Access		O						
Fast LAN	O	O	O	O				O
Huge LAN	O		O	O				O
<b>Integrated Customer Support / Help</b>								
Basic	O	O	O	O	O	O	O	O
Regular	S	S	S	S	S	S	S	S
Enhanced	O	O	O	O	O	O	O	O
<b>Training</b>								
None	O	O	O	O	S	S	S	S
Basic	S	S	S	S				O
<b>System Administration</b>								
Basic	O	O	O	S	S	S	S	S
Regular	S	S	S	O	O	O	O	O
Enhanced	O	O	O	O	O	O	O	O
<b>Shared Peripheral Services</b>								
None	O	O	O	O	S	S	S	O
Basic	S	S	S	S			O	S
Regular	O	O	O	O			O	O
Enhanced	O	O	O	O			O	O
Critical	O	O	O	O			O	O
<b>File services</b>								
None	O	O	O	O	S	S	S	S
Basic	S	S	S	S				O
Regular	O	O	O	O				O
Enhanced	O	O	O	O				O
<b>Local Data Backup and Restore Services</b>								
None	O	O	O	O	S	S	S	S
Basic	S	S	S	S				O
Regular	O	O	O	O				O
Enhanced	O	O	O	O				O

Seat Types	DESKTOP	LAPTOP	WORK-STATION	WORK-STATION UNIX	MA1	MA2	MA MISC	NAD
<b>Desktop Conferencing</b>								
None	S	S	S	S	S	S	S	S
Basic	O	O	O	O				
Enhanced	O	O	O	O				
<b>Account Services</b>								
None	O	O	O	O				O
Basic	S	S	S	S				S
<b>E-Mail Services</b>								
None	O	O	O	O				O
Basic	S	S	S	S				S
<b>E-mail Storage Services</b>								
None	O	O	O	O				O
Basic	S	S	S	S				S
Regular	O	O	O	O				O
Premium	O	O	O	O				O
Enhanced	O	O	O	O				O
<b>Laptop Loaner Pool Management</b>								
None		S		S				
Basic		O						
<b>Print Queue Services</b>								
None					S	S	S	
Regular					O	O	O	
<b>Color Services</b>								
None							S	
Regular							O	

**GRC Attachment E-CONTINUED**

**Summary Table of GRC Seats and Services**

**Master Contract Table E.2.3.1, Communication Seats  
Modified to reflect GRC Seat/Service Standard and Optional Service Levels**

Phone Service

Phone Type	PH1	PH2	PH3	PH4
Instrument				
None	O			
Single	S	S		S
Dual	O	O		
Multi-12/14			S	
Multi-24/28			O	
Cellular				
Line Type				
None				
Digital	S	S	S	S
Analog	S	S	O	S
Voice Mail				
None	S		O	S
Standard		S	S	O
Enhanced		O	O	O
Feature set				
Standard	S	S	O	O
Speaker	O	O	O	S
Enhanced	O	O	S	O
Cellular				
Moves/Adds/Changes				
Regular	S	S	S	S
Enhanced				
Restore to Service				
Basic				
Regular	O	O	O	O
Premium	S	S	S	S
Enhanced	O	O	O	O
Critical	O	O	O	O

S = Standard Offerings

O = Optional

## FAX Service

FAX Type	FAX1	FAX2	FAX3
Unit			
Standard	S		
Portable		S	
Enhanced			S
Moves/Adds/Changes			
Regular	S	S	S
Enhanced	O	O	O
Restore to Service			
Basic	O	O	O
Regular	S	S	S
Premium	O	O	O
Enhanced	O	O	O
Critical	O	O	O
Option set			
Secure	O	O	O
Mission Critical	O	O	O

## Local Video Service

Video Type	LVID1
Connection	
Standard	S
Restore to Service	
Basic	S
Regular	O
Premium	S
Enhanced	O
Critical	O
Option set	
Cable TV services	O
Video Connection	O
Cable feed select	O

S = Standard Offerings

O = Optional

## LAN Service

LAN Type	LAN1A	LAN1B	LAN2A	LAN2B	LAN3A	LAN3B
Unit						
Single	S		S		S	
Network		S		S		S
Connection						
Regular	S	S				
Fast			S	S		
Huge					W	W
Moves/Adds/Changes						
Regular	S	S	S	S	S	S
Enhanced	O	O	O	O	O	O
Restore to Service						
Basic	O	O	O	O	O	O
Regular	S	S	S	S	S	S
Premium	O	O	O	O	O	O
Enhanced	O	O	O	O	O	O
Critical	O	O	O	O	O	O

S = Standard Offerings

O = Optional

W= Waiver Required

## Pager Service

Pager Type	PG1	PG2	PG3
Unit			
Numeric (Statewide, local number, 500 pages/month)	S		
Alphanumeric (Statewide, local number, 500 pages/month)		S	
2-Way (Nationwide, local number, 500 packets/month)			S
Voice Mail			
None	S		
Basic (30 sec; 10 messages; 24 hrs)	O	S	S
Regular (60 sec; 20 messages; 72 hrs)	O	O	O
Feature Set Enhancements			
Octel message notification (outcalling)	O	O	O
Numeric (Nationwide, 8XX#, 500 pages/month)	O		
Alphanumeric (Nationwide, 8XX#, 200pages/month, email)		O	
Personal toll-free number (8XX#)			O
Restore to Service			
Basic			
Regular	S	S	S
Premium			
Enhanced			
Critical			

S = Standard Offerings

O = Optional

**GRC Attachment F**

List of Installation-Accountable Government Property (RESERVED TBD – To be completed when property is identified)

## **GRC Attachment G**

List of Government-Furnished Property IF ANY (RESERVED)

This attachment will be submitted electronically to the Contractor at Delivery Order start by the GRC DOCO.

**GRC Attachment H**

National Security Information Requirements (DD-254) (RESERVED)